

# James M. Thumm

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**OBJECTIVE** To secure a challenging position in an environment that fosters growth and allows me to apply and expand my knowledge and skills, while making contributions to the success of the organization.

## EDUCATION

### CompTIA

Certification: CySA+

### Montclair State University

Montclair, New Jersey

Major: Bachelor of Science, Computer Science

Major: Bachelor of Science, Information Technology

Founder, Fundraising & New Member Educator – Phi Delta Theta NJ Epsilon

## EXPERIENCE

### Midland Park Public Schools

Midland Park, New Jersey

*Computer/Media Technician*

October 2022-Present

- Manage & deploy Google Accounts and Chromebooks in Google Admin Console
- Manage & deploy iPads & Macs in JAMF
- Run and terminate network cabling
- Manage SSO integration for third party sites and staff/student google accounts
- Manage 2 Factor Authentication integration with Duo

### Rutgers School of Dental Medicine

Newark, New Jersey

*User Support Specialist IV*

November 2021-October 2022

- Respond to tickets on ServiceNow and assist clients with hardware and software related issues
- Image and deploy laptops and desktops
- Migrate devices from legacy domain to new domain
- Work with different teams in OIT to deploy devices and resolve incidents

### Montclair State University

Montclair, New Jersey

*Assistant Wireless Survey Technician*

June 2021-November 2021

- Validate wireless predictive surveys using Ekahau's software, their Sidekick and an Access Point on a stick
- Review collected data to ensure surveyed areas fall into the requirements of the project
- Assess collected data, and determine whether not the collected results match the predictive map
- Meet with project manager on a weekly basis to ensure the project is on track to be completed on time

### Montclair State University

Montclair, New Jersey

*Student Networking Technician*

November 2017-June 2021

- Assisted clients (students and staff) remotely and on site in resolving their networking related issues
- Assisted maintenance of large scale enterprise network (2,000+ Access points, multiple sites)
- Configured, installed and replaced Cisco Access Points
- Assisted in network access control through Cisco's Identity Services Engine (Cisco ISE)
- Diagnosed networking issues using Fluke equipment (LinkRunner, LinkSprinter, AirCheck, OTDR Etherscope)
- Ran fiber, patched inactive ports, validated air quality (WiFi), validated VLANs of specific ports
- Trained new hires to perform above tasks

## RELEVANT SKILLS

**Expert:** Computer Repair, Computer Troubleshooting, Wireless Support & Troubleshooting, Client support

**Experienced:** Network & Systems Administration, Database Management, Metasploit Framework, MITRE ATT&CK

**Novice:** Bash Scripting, Cisco CLI, Web Development, Threat Hunting, Vulnerability Assessment